

### Review HR-Payroll System Survey Results

- Teresa Shingleton presented the results of informal pain points survey conducted at the March meeting. OSC/OSHR wants to address all of the survey responses in subsequent User Experience Forum meetings. The survey results are available on User Experience Forum website. OSC/OSHR needs additional information on several of the survey responses to completely understand the issue.
- **HOMEWORK ASSIGNMENT 1** – Review the survey responses and email [Teresa.Shingleton@osc.nc.gov](mailto:Teresa.Shingleton@osc.nc.gov) with any questions to be addressed about an issue at a future meeting. This will help OSC/OSHR create agendas for future meetings.
- **HOMEWORK ASSIGNMENT 2** – If any of the following was your suggestion, please email [Teresa.Shingleton@osc.nc.gov](mailto:Teresa.Shingleton@osc.nc.gov). OSC/OSHR needs to talk to you to get more information about the issue.
  - Old PA Actions stuck in SAP
  - Not all needed information is in the reports
  - Once BI/BOBJ "snapshot" is taken, it isn't updated to reflect changes as a result of retro actions that are processed. This is especially concerning for 6/30 and 12/31 "snapshots"
  - Needs more "hard stops" to avoid mistakes - certain IT should not be allowed to be changed on day-to-day actions
  - Would be nice to have the short cut listed beside the name in the drop down menu
  - Would like to not have to choose country in menu
  - Time administrators: Time batch transfer errors

### Change Control Board Outstanding Requests

- Teresa Shingleton presented the list of outstanding change control board (CCB) requests. This list is available on the User Experience Forum website. There are 36 open requests. Four were reviewed in the meeting.
  - Classification and Compensation Project work
  - IRS 1095-C Form Support
  - Online W-2 Forms
  - Action Duration Report
- **HOMEWORK ASSIGNMENT 3** – Review the CCB request list and email [Teresa.Shingleton@osc.nc.gov](mailto:Teresa.Shingleton@osc.nc.gov) on any you would like to discuss at the next meeting in September.

### Training Tutorials and PA Work Group Update

- Cheryl Manning previewed the new tutorial available for security request processing. She also showed how to access the 4 job aids for PA available now for assignment in the LMS.

- Cheryl Manning will lead the next PA workgroup next meeting on July 19. The topics are the New Hire check list and updates to the PA Tips and Tricks job aid.

#### BOBJ Report Migration Update

- Karen Deleon gave an update on the migration of system reports to Business Objects (BOBJ). There are 30 more to go.
- Question from the floor
  - When I hit the Refresh button to change a report, I get an error message. I have to hit the Refresh button again. Can this be fixed?
    - This error resulted from a patch we had to implement at the beginning of the year. The patch offered several highly desired improvements but also introduced this issue as well. OSC is hoping the next patch in the Spring has a fix for this problem.

#### Hardware Refresh and SAML Logon

- Linda Blackmon explained how over the Labor Day weekend, OSC is replacing the hardware running the HR-Payroll system. The system will be down that weekend. This is a standard maintenance process occurring every 5-7 years.
- In August, the BEACON logon screen is changing to a new design. It utilizes a new technical architecture called SAML. One of the improvements for employees is a single sign on from BEACON to the benefits enrollment system (e-Enroll). OSC is also retiring the BEACON label. The new screens refer to the system as the "OSC Integrated HR-Payroll System". Linda Blackmon previewed screen shots of the new design. An email and logon instructions will go out to employees at the end of July.
- Questions from the floor
  - When signed into e-Enroll from the HR-Payroll system will the HR-Payroll portal still time out in the background?
    - Yes, the time out parameters for the HR-Payroll portal will not change.
  - When signed into e-Enroll from the HR-Payroll system can I go back to the HR-Payroll portal?
    - The HR-Payroll portal is in its own window/tab so as long as it has not timed out, you can still go back to it.
  - Will logging out of e-Enroll take you back to the HR-Payroll portal?
    - No, e-Enroll will open in its own window/tab. You will log out of e-Enroll and can close that window/tab. As long as it has not timed out, the HR-Payroll portal will still be available in its own window/tab.

#### OSHR Update

- Mike Zeinstra gave updates on 4 upcoming projects at OSHR
  - Changes related to the federal FLSA laws are planned to go to the HR Commission in December. More information will be coming out to agencies in the next couple of months.

- Changes to the LOA process to make processing LOA actions quicker are coming within the next 3 months. Late LOA actions are causing issues with both salary overpayments and benefits processing.
  - Standardized action notes templates are in the works.
  - The new application tracking system replacing NEOGOV is Cornerstone (same vendor as VIP and LMS). The projected go-live date is May 2017.
- Questions from the floor
  - Are the note templates going to already be in SAP where the user just fills them out?
    - No, the note template will have to be copied and pasted from a source document into the SAP notes area.
  - When does conversion to the new applicant tracking system start?
    - The projected go-live date is May 2017. OSHR will be working on a project plan soon to share with agencies at a later date. Stay tuned!